



Homelessness in New Hampshire



*A Report by the Emergency
Shelter and Homeless
Coordination Commission*

July 1, 2007 - June 30, 2008



New Hampshire Department of Health and Human Services
Division of Community Based Care Services
Bureau of Homeless and Housing Services

Emergency Shelter and Homeless Coordination Commission

Martch 6, 2009

Dear Friends,

It is our privilege to present this Annual Report for State Fiscal Year 2008, which ended June 30th. The report provides a glimpse into the problem of homelessness in New Hampshire. The information included is based primarily on data provided by state-funded homeless service providers and, consequently, does not fully capture the size and scope of this problem.

Major challenges continue to face the homeless service system. The extraordinary efforts of the providers, their staff, and volunteers continue under the pressure of ever-increasing requests for services. The average length of stay in a shelter is 51 days, up from 48 days in SFY '07.

Our sincere thanks to all of you who are consistently working toward the goal of eliminating homelessness in New Hampshire. Your hard work has made a difference in the lives of those less fortunate.

Sincerely yours,

Members of the Commission

Senator Martha Fuller Clark

Senator Joseph Foster

Representative Frances Potter

Representative Priscilla Lockwood

Representative Roger Beauchamp

Sharon Drake, Chair

Lance dePlante

Rick Blais

Bonnie St. Jean

Keith Kuenning

Kevin Farrell

Dean Christon

Ruth Franks

Nancy Rollins

Erik Riera

Maureen Ryan



State of New Hampshire

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NICHOLAS A. TOUMPAS
COMMISSIONER

March 2, 2009

Dear Friends:

As Commissioner of the Department of Health and Human Services (DHHS) and as a member of the Emergency Shelter and Homeless Coordination Commission, I am pleased to join the Commission in providing you with the latest edition of our Annual Report. This report covers State Fiscal Year 2008, from July 1, 2007, through June 30, 2008, and includes information on homeless programs administered by the Department.

This report reflects the continuing need for affordable housing and services for the homeless population of the State. During State Fiscal Year 2008, more than 5,200 homeless people received shelter services, nearly a third of those were families. For the second year in a row, the number of people receiving shelter in the State declined, while the length of stay increased. New Hampshire's annual Point-in-Time count of the homeless, conducted on January 30, 2008, identified 2,019 people who were homeless, including 484 unsheltered. This also represents a decrease from the previous year's Point-in-Time count. While these statistics indicate some progress has been made in the effort to end homelessness, there is still much more to be done, especially given these uncertain economic times.

The Department continues to be involved in a number of initiatives regarding the homeless population in New Hampshire, including involvement and support of the Ten-Year Plan to End Homelessness. Critical goals of this plan are to increase permanent supportive housing, increase access to wraparound services, increase outreach and advocacy, and create an integrated service system. The Bureau of Homeless and Housing Services continues to support and manage innovative programs that provide real solutions to assist homeless individuals and families obtain permanent housing, such as the Rental Guarantee and Housing Security Guarantee Programs and the Homeless Housing and Access Revolving Loan Fund.

As Commissioner, I look forward to working with the Governor, the Legislature and providers to better understand and address key issues and problems relating to homelessness.

Sincerely,

A handwritten signature in dark ink that reads "Nicholas A. Toumpas".

Nicholas A. Toumpas
Commissioner

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence.*

Who are the Homeless?

With housing and utility costs on the rise, and the US economy in turmoil, many of New Hampshire's low-income families and individuals continue to face challenges in accessing and maintaining safe, affordable housing. New Hampshire Housing's 2008 Residential Rental Cost Survey reports the median cost of a two-bedroom apartment in the state is \$1,044, and the average utility cost for all units combined has increased 57 percent over the past five years. In addition to those people who meet the state definition of homelessness, New Hampshire's annual Point-in-Time count of the homeless found that on any given night there are more than 500 hidden homeless, couch surfing, temporarily doubled up, living precariously in overcrowded or unsafe conditions, and unable to afford safe affordable housing of their own.

He-M 314.02(b) of the New Hampshire State Administrative Rules defines someone who is homeless as:

- An individual or family that lacks a fixed, regular, and adequate nighttime residence; or
- An individual or family that has a primary nighttime residence that is:
 1. a supervised publicly or privately operated shelter or transitional housing;
 2. an institution other than a penal facility that provides temporary residence for individuals intended to be institutionalized; or
 3. a public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.

	SFY '03	SFY '04	SFY '05	SFY '06	SFY '07	SFY '08
Total Persons Sheltered	6,553	6,672	6,249	6,435	5,721	5,209
Total Bed Nights Provided	301,035	302,822	300,159	275,460	263,168	263,193
Average Length of Stay	45.9 days	49.72 days	48 days	42.8 days	47.90 days	50.53 days

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SFY 2008 Bureau of Homeless and Housing Services Activities Service Summary

Shelter Service Totals

5,209 persons sheltered (Emergency and Transitional)
Total includes 577 people sheltered in Domestic Violence Shelters

Of Person Sheltered There Were

3,578 single adults (68.7% of total)
728 adults in 595 families (13.97% of total)
441 adults in one-parent families
177 adults in two-parent families
98 individual adults in families without children
12 non-parent adults in families
903 children in families (17.3% of total)



site of a homeless person

Including ¹

1,245 persons with known mental illness
1,097 persons with alcohol abuse
902 persons with other substance abuse
545 persons with dual diagnosis (mental health and substance abuse)
250 persons with a developmental disability
469 persons with a physical disability
710 victims of domestic violence
240 veterans
19 persons with HIV/AIDS
697 persons who are chronically homeless

Special Needs Programs

2,167 Homeless Outreach/Intervention clients served (within Balance of State Continuum of Care only)
69 Transitional Housing persons served
144 Permanent Supportive Housing
67 Shelter+Care Housing persons served
904 Housing Security Guarantee Program (households assisted)
131 Homeless Housing and Access Revolving Loan Fund (households assisted)
20 Rental Guarantee Program (households assisted)
228 HOPWA HIV/AIDS clients served (3/1/07 - 2/28/08)
904 PATH clients enrolled



¹ These numbers represent self-report.

SFY 2008 Bureau of Homeless and Housing Services Funding Resources

The following outlines New Hampshire Department of Health and Human Services' Bureau of Homeless and Housing Services (BHHS) funding sources. Amounts are approximate because many grants run either on a multi-year term or are on a different cycle than the state's fiscal year. For more detailed information about a particular funding source, please contact BHHS directly.

State of New Hampshire General Funds

Emergency Shelters, Domestic Violence Shelters, Homeless Hotline, Homeless Prevention and Intervention Programs, Housing Security Guarantee Program and Homeless Housing and Access Revolving Loan Fund
Adjusted Authorized: \$3,942,563 **Actual Expenditures: \$3,885,395**

U.S. Department of Housing and Urban Development (HUD)

Emergency Shelters, Homeless Prevention and Intervention Programs, Homeless Outreach and Intervention Program (HOIP), Transitional and Supportive Housing Programs, Shelter+Care Programs, Housing Opportunities for Persons With AIDS (HOPWA) Program and the Homeless Management Information Systems (HMIS) Database
Adjusted Authorized: \$3,668,019 **Actual Expenditures: \$3,475,823**

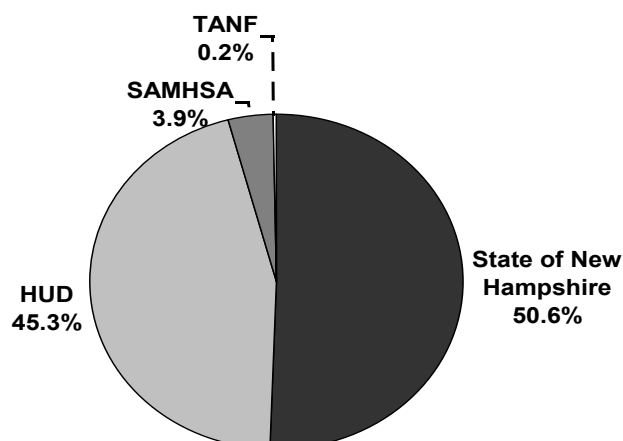
U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA)

Projects for Assistance in Transition from Homelessness (PATH) Outreach Program
Adjusted Authorized: \$378,871 **Actual Expenditures: \$299,205**

Administration for Children and Families (ACF), Temporary Aid to Needy Families (TANF)

Rental Guarantee Program
Adjusted Authorized: up to \$162,000 annually **Actual Expenditures: \$18,293**

Actual Expenditures - SFY 2008 \$7,678,716



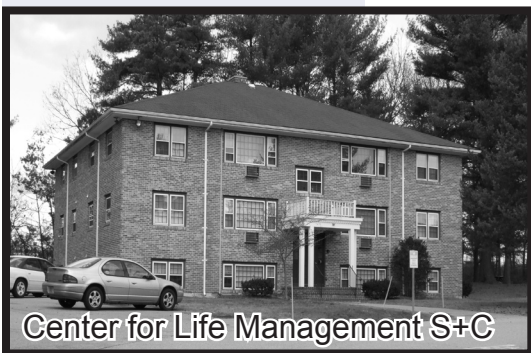
Provider's Spotlight – Shelter + Care

Shelter Plus Care (S+C) programs are designed to provide both housing and support services to individuals or families who are homeless and need support to maintain permanent housing. To be eligible, participants must be homeless and living in an emergency shelter, the streets, or another place not meant for human habitation and have a disabling condition. HUD funding provides for a rental subsidy and support services are provided through local service agencies, the cost of which serves as the financial “match” for the HUD funding. The program is designed to be flexible in meeting the needs of participants with housing options and varied support services that may include mental health treatment, healthcare, case management, substance abuse treatment, or assistance with other basic life skills. Program participants are required to pay a portion of their income toward rent and be actively engaged in services. Two S+C programs are funded through the Balance of State Continuum of Care (BOSCO), one through the Center for Life Management (CLM) and one through Southwestern Community Services (SCS).

The **CENTER FOR LIFE MANAGEMENT (CLM)** is one of two sponsors for the HUD S+C Housing Assistance Program through the New Hampshire BOSCO. CLM provides a comprehensive array of community-based behavioral health care while serving as one of New Hampshire's Community Mental Health Centers serving children, adolescents, adults, and seniors with mental health treatment needs.

S+C program participants live in studio, one or two bedroom apartments, many of which have amenities such as indoor/outdoor pools, fitness centers, tennis courts, and private balconies. Program participants are provided with a variety of services, including but not limited to case management, psychiatric evaluation, psychiatric medication evaluation, functional support services, illness management and recovery (evidence based practice), individual and group therapy, and emergency services. If appropriate, participants are also provided with substance abuse treatment, employment and/or educational support, and transportation. The CLM S+C program has grown from an original 16 housing vouchers in 2004 to 25 presently.

Perhaps the best way to describe the S+C program is through an example of the positive impact it can have on someone's life. A quiet man who looks decades older than his 52 years, James, had been homeless for four years prior to connecting with a PATH outreach worker from CLM. Those four years were difficult, he “couch surfed” at times, but more often he slept in the woods, or in a downtown alley sheltered by a 55 gallon drum. A former construction worker, James, was no longer able to find work in the construction field due to his age and some physical limitations. When James met with CLM staff he told them he didn't think he could continue to live this way. An assessment was conducted and it was determined that James suffered from significant symptoms of depression, which he had been self medicating with alcohol. Through ongoing discussions with James, it was determined that he was an Honorably Discharged Veteran but was not receiving veterans' benefits because he was unable to complete the paperwork due to his limited literacy.



James became actively engaged in treatment at CLM, and a case manager assisted James in applying for the Veteran's disability benefits and Medicaid. James was admitted to the CLM S+C program and assisted with finding an apartment in the community. Today James lives in his own apartment and has a case manager to assist him with maintaining his benefits and other issues that may arise. He regularly attends substance abuse treatment groups as well as weekly supportive counseling to assist him in managing the symptoms of his illness. The

housing and support James receives through the S+C program has allowed him to stabilize his life; he has even begun to work when he is able.

SOUTHWESTERN COMMUNITY SERVICES (SCS) is a Community Action Agency serving Cheshire, Sullivan and Western Hillsborough Counties. Since 2006, the SCS S+C program has allowed SCS to be a true Continuum of Care for homeless individuals and families by assisting them in the transition from homelessness to having a permanent place to call home. The SCS S+C program provides rental assistance to homeless families and chronically homeless individuals with either a substance abuse disorder or severe mental illness.

Participants contribute to their own success and strive toward self-sufficiency through their commitment to actively engage in support services and their own direct payments towards rent. They are in control of the direction their life takes. Participation, choice, and a focus on individual needs are the defining characteristics of this program. Each participant creates an Individual Service Plan with the guidance of a case manager. The case manager continues to meet with each family or individual as needed to assure that goals are met and the client's basic needs are accounted for. SCS provides 17 rental assistance vouchers in Cheshire and Sullivan Counties, housing 39 individuals, which includes 11 families.

The S+C program can also have a positive impact on families. For example, John and Jane came to the shelter while pregnant with their first child. They had been living with family, but the situation was crowded and became untenable. Both struggle with mental illness; John with a history of self-injurious behavior and Jane reports being institutionalized from a young age. Their life together is not without its challenges, but they share a commitment to each other and their child and a desire to become self sufficient. Soon after moving into the shelter, the family was found eligible for the S+C program. The program provided them with the opportunity to find a suitable two-bedroom apartment that was close to supportive family and friends in a town they loved. The family is actively engaged in medical and mental health treatment, which has been crucial to their health and well being. Through the program they will also receive budget counseling, assistance around parenting, and coaching around other needed life skills to ensure stability and independence. With the assistance of their case manager and their own hard work, the family continues to make successful gains toward independence.



“Did you know that the typical homeless person in America today is a child? You should.”

~Institute for Children and Poverty.

Service Continuum

The State of New Hampshire strives to provide a comprehensive safety net of services to assist individuals and families who are homeless or at risk of becoming homeless. Services include a specialized information and referral line, emergency shelter, transitional and permanent housing, and various homeless prevention and intervention services across the state. These services constitute a Continuum of Care (COC). COCs are also the entity through which HUD funds HUD Homeless Assistance Supportive Housing Programs (SHP). New Hampshire has three distinct COCs, Greater Nashua, Manchester, and the Balance of State. The BHHS coordinates the activities of the Balance of State Continuum of Care (BOSCO). Information contained in this report includes data on programs funded through the BHHS including State of New Hampshire General Funds, BOSCO HUD funded programs, and other federally funded programs.

The New Hampshire Homeless Hotline

The New Hampshire Homeless Hotline (NHHH) provides a critical link for citizens who are homeless or at risk of becoming homeless, often receiving the first call for help from people who don't know where else to turn for assistance. A confidential information and referral line, the NHHH is a statewide toll free number operating 24 hours a day October 1 through April 30, and during regular business hours the rest of the year. The NHHH provides assistance to people who are navigating through the state's homeless service system by helping people access shelter, connect with local outreach workers, and provide timely and accurate information about homeless prevention and intervention services in the caller's area.

**Homeless
Hotline Number
1-800-852-3388**

Homeless Prevention and Intervention

An array of statewide services fall under the Homeless Prevention/Intervention Service spectrum which, together with the emergency shelter system, act as a safety net for some of New Hampshire's most vulnerable citizens. Services are provided through six Community Action Agencies and other non profit service providers across the state and provide interventions that have a direct and positive impact on individuals and families, preventing them from becoming homeless or assisting the homeless in moving on to permanent housing. Services are widely varied to meet the diverse needs of homeless individuals and families and often provide direct financial assistance to avoid eviction or foreclosure, pay overdue utilities when disconnection is eminent, or assist with transportation so someone can continue to work or receive health care or other services. These programs are often the "last resort" for folks facing circumstances that will result in homelessness. Other Prevention/Intervention services include budget counseling or assistance with acquiring other necessary life skills and assistance accessing essential services such as shelter or other human services.



Outreach Worker (on left) stands with mother and her four children on the porch of their new home.



In July 2008, a homeless outreach worker from Strafford County began working with a family of six with all four of their children under the age of 10. This family had been homeless for two years. Their two-year old child never had a stable home in which to live. With the assistance provided through homeless outreach, Seacoast Interfaith Hospitality Network, and the generosity of the Habitat for Humanity program, the family was approved for a Habitat home. During the construction process, the family was moved into temporary housing.

As the family eagerly awaited completion of their Habitat home, which was quickly approaching, they were notified that the owner of the property they were renting from was losing the home to foreclosure. With the cold of winter and the holidays quickly approaching, the family had to move back into a homeless shelter. To make matters worse, their vehicle that they relied on for transportation died at the same time. As stated by their children, the only present they had wanted for Christmas was a home. On the very weekend this family was closing on their home in December, a terrible ice storm occurred, resulting in mass power outages and displaced families. Despite the storm, the family was able to close on their Habitat home just in time for Christmas, and, even though they remained without power, they were delighted to have their new home and a stable living environment for their family for the first time.

Outreach and Intervention

Homeless Outreach programs are designed to meet people “where they are at” and assist them in connecting with essential services and programs that will provide for basic needs such as shelter, food, clothing, as well as referrals and assistance in accessing services including medical care, mental health care, and other human services.

The HUD-funded **Homeless Outreach/Intervention Prevention (HOIP)** program is a statewide collaborative project among the five Community Action Agencies and the State of New Hampshire, Bureau of Homeless and Housing Services. The HOIP is designed to provide aggressive street outreach and intervention services to the unsheltered homeless throughout the state. In the past year, the number of homeless clients served by HOIP workers in the BOSCO (i.e., excluding Manchester and Nashua) was 2,167. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS).

The **Projects for Assistance in Transition from Homelessness (PATH)** program is funded through a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) branch of the U.S. Department of Health and Human Services with funds contracted to community mental health and community action programs. PATH outreach provides services to those experiencing homelessness and serious mental illness (SMI) or SMI and a co-occurring substance use disorder. PATH workers assess for immediacy of needs, and continue to work with individuals to enhance treatment and/or housing readiness while linking clients to vital supports such as shelter, health care, mental health treatment, financial assistance and ultimately housing. PATH service workers provided outreach services to 1,021 individuals. Of these, 862, or 84% of those receiving outreach services were enrolled as PATH clients.



Justin was 18 years old when his parents were evicted from their apartment. His mother and stepfather found an apartment for themselves that was not handicapped accessible. Justin suffers from Spinal Muscular Atrophy and is wheelchair bound. Homeless, young and physically impaired, Justin provided a

multifaceted challenge for the Homeless Outreach Team in the Upper Valley.

Pictured here are Joie Finley Morris, Tri-County CAP homeless outreach worker, and Justin on a day out to obtain proof of residency from the town in order to get a picture ID and a bank account so his SSI check could be deposited into his own account and not that of his parents. On January 2, 2009, Justin moved into GILE HILL, a new mixed use community in Lebanon, New Hampshire.

Shelter Services

The State of New Hampshire, Bureau of Homeless and Housing Services (BHHS), provided funding to 37 programs which provided shelter to 5,209 homeless men, women and children in SFY '08. These shelter programs act as a safety net for individuals and families who have run out of options and would otherwise be without a place to sleep and are a critical component of the local homeless Continuums of Care.

Emergency Shelters across the State serve approximately 721 people (individuals and families) on any given night in New Hampshire. Emergency shelters at a minimum provide for basic needs with a warm place to sleep, and many provide much more. Additional services include meals, assistance accessing mainstream resources and benefits, assistance accessing affordable housing, and/or comprehensive case management to assess needs and develop a plan to move forward, out of homelessness. Many shelters also have a transitional shelter component, whereby guests receive additional support around skill building ensuring they will be ready to maintain their new home once permanent housing is obtained.

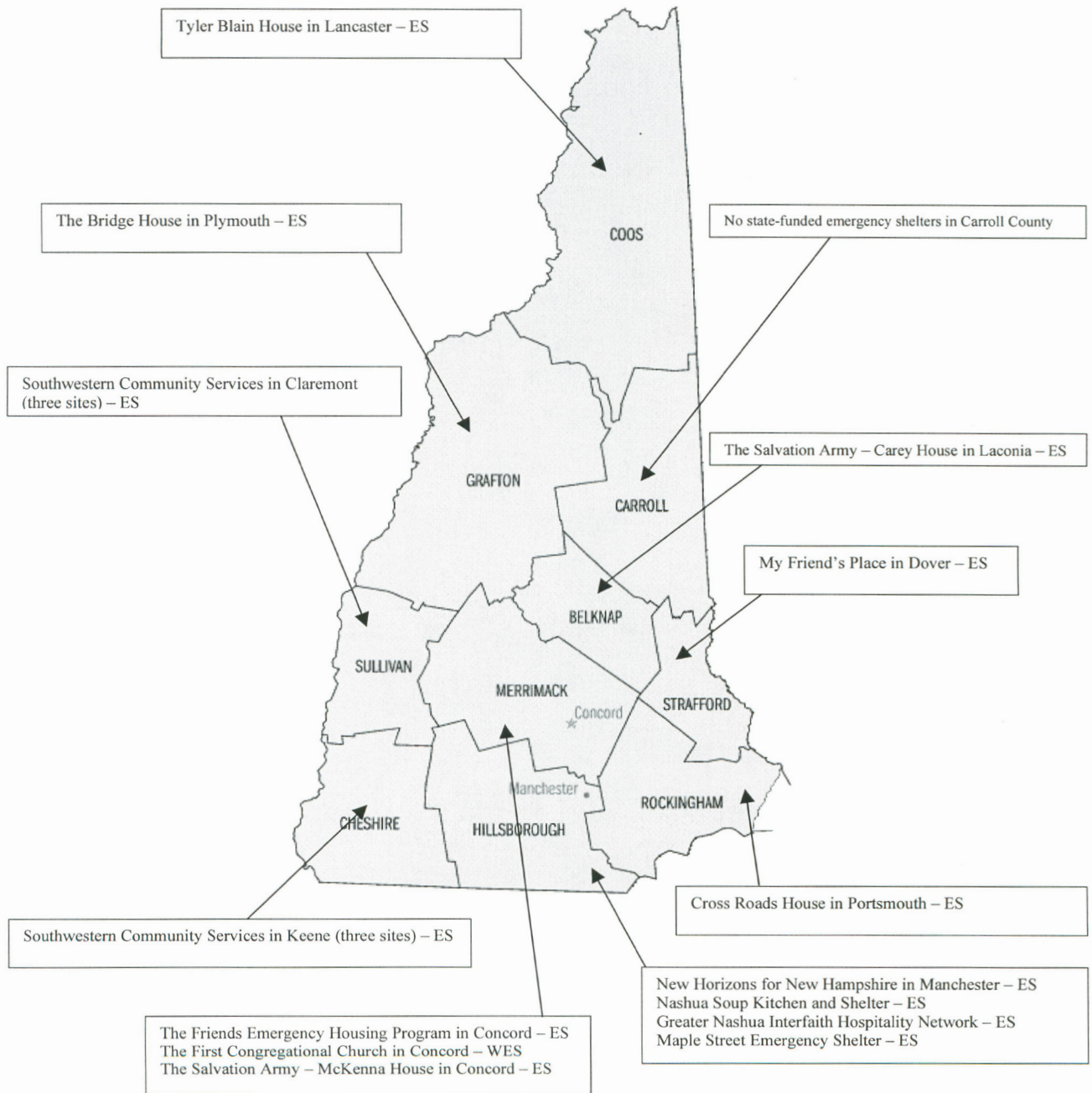
Transitional Shelters are programs that have specific admission requirements guests must meet in order to be admitted and that assist guests in developing the daily living skills needed to be successful in permanent housing. BHHS funds five such programs.

Specialty Shelters are programs intended to provide emergency shelter to a specific sub population of the homeless population, and services at these shelters are designed to meet the unique needs of those served. Six specialty shelters in the state serve individuals in recovery from substance abuse (3), homeless youth (1), pregnant women (1), and female ex-offenders (1).

BHHS contracts with the New Hampshire Coalition Against Domestic and Sexual Violence (NHCADSV) to provide funding to 12 **Domestic Violence Shelters** statewide. NHCADSV is a statewide network of local crisis centers providing safe and empowering environments for victims and survivors of domestic and sexual violence. Homeless victims of domestic violence, predominately women and children, receive emergency and transitional shelter as well as critical support services through these shelters. In SFY '08, 577 individuals were sheltered at domestic violence shelters, of those 246 (43%) were children.

Program Type	Number of Shelters
Domestic Violence Shelters	12
Emergency Shelters	18
Specialty Shelters	6
Transitional Shelters	5
Total	41





State-Funded Emergency Shelters

Emergency Shelter – ES
Winter Emergency Shelter – WES

HUD-Funded Transitional and Permanent Supportive Housing Programs

HUD-funded Supportive Housing Programs (SHP) are an essential service within New Hampshire's homeless Continuum of Care. They are designed specifically to serve individuals and families who are homeless and have a disabling condition that prevents them from living independently. Designed to provide comprehensive case management, these programs meet the needs of the chronically homeless, persons with mental illness, dual diagnosis, Acquired Brain Disorder, and other disabling conditions. Providers include Community Action Agencies, Community Mental Health Centers, New Hampshire Hospital, and several smaller non-profit organizations. Direct services include case management, assistance with acquiring essential life skills, housing, and other supportive services that will ensure their housing placement is permanent. The following Supportive Housing Programs are funded by HUD through the BOSCO:

Transitional Housing for the Homeless

A first stop on the road to permanent housing! For many formerly homeless individuals and families, transitional housing is a crucial step on their journey from homelessness to permanent housing. Transitional housing provides housing plus support services aimed at assisting folks develop the life skills necessary to ensure that when they finally acquire housing it is indeed permanent. Program staff assist folks in accessing health and mental health care, assess for job readiness, and assist with developing life skills around successful household management such as budgeting, and being a good tenant. Their goal is to assist homeless individuals and families in transitioning to permanent housing.

Friendship House

2957 Main Street
Bethlehem, NH 03574

Gilpin House

145 High Street
Littleton, NH 03561

Our Place Transitional Housing

21/23 Hough Street
Dover, NH 03820

New Hampshire Hospital

36 Clinton Street
Concord, NH 03301

The Family Transitional Housing Program

10 Harvard Street
29 Chestnut Street
4 Lafayette Street
9 Lafayette Street
Rochester, NH 03867

Families in Transition

122 Market Street
Manchester, NH 03101

NEXT STEPS

P.O. Box 603
63 Community Way
Keene, NH 03431

The Sullivan County Transitional Housing Project

63 Community Way
Keene, NH 03431

Bow Glen Transitional Housing Program

Belknap-Merrimack
Community Action Program
P.O. Box 1016
2 Industrial Park Drive
Concord, NH 03302

Permanent Housing for the Handicapped Homeless

HUD-funded permanent supportive housing providers offer housing and supportive services to homeless persons with disabilities such as mental illness, chronic substance abuse, dual diagnosis, or Acquired Brain Disorder. Residents of permanent housing programs benefit from facilitated access to health, mental health, and social support services offered by the programs and/or within the community. These HUD-supported programs include group homes and individual apartments within the community. These collaborative programs are:

Beaver Lake Lodge

10 Tsienneto Road
Derry NH 03038

Families in Transition

122 Market Street
Manchester, NH 03101

Franklin Falls Farm

P.O. Box 2338
Concord, NH 03302

Harbor Homes

45 High Street
Nashua, NH 03060

McGrath Street

111 Church Street
Laconia, NH 03246

Tide View Estates

113 Crosby Road, Ste 1
Dover, NH 03820

Springbrook

1145 Sagamore Avenue
Portsmouth, NH 03801

Gemini House

401 Cypress Street
Manchester, NH 03103

Southwestern Community Services

Permanent Housing

63 Community Way
Keene, NH 03431

Shelter + Care (S+C)

The S+C programs are designed to provide housing and supportive services on a long-term basis for homeless persons with disabilities and their families. See our “SPOTLIGHT” on these programs on page 6.

I don't know where I'd be right now if it weren't for the housing assistance, therapy, and case management services at CLM. The staff have gone above and beyond in their job descriptions to help me, and I feel they genuinely care about me and how I am doing.
~ Program Participant

The program is the best thing that ever happened to me. It's made me more secure, knowing that I have a place to live, so I don't have to worry and I can focus on my treatment.
~ Program Participant

Housing Opportunities for Persons With AIDS (HOPWA)

HOPWA grants administered by BHHS and provided through Merrimack Valley Assistance Program bring assistance and extensive support services to persons with HIV/AIDS and their families. The population served includes low and very low income, and those at risk of displacement or of becoming homeless. These projects emphasize stabilizing participants' current housing situations and, whenever possible, maintaining them in their homes where they prefer to reside. Housing solutions, case management, and supportive services are intertwined in maintaining and improving participants' independence, self-sufficiency, quality of life and personal dignity.

In the last reporting year, March 1, 2007 through February 28, 2008, these two programs:

- Provided 28 households with tenant-based rent assistance;
- Supported 101 households with Short-Term Rent, Mortgage or Utility Assistance; and
- Provided 337 households with other Supportive Services.

In addition,

- 90% of all participants maintained their permanent housing situation for at least one year.



"Many times I've seen kids become the care-givers. One middle schooler (in a hotel) missed school for several days to take care of his mom, who was sick."

~ NH Homeless Education Liaison

Promoting Access to Permanent Housing

Three unique intervention programs promote access to permanent housing providing opportunities for low-income individuals and families to secure safe, affordable housing in New Hampshire's low vacancy high cost rental market. These programs may serve as both a landlord incentive to rent to someone who may not have a strong housing or credit history, and provide financial assistance in the form of an affordable loan or guarantee to the client. With the current median cost for a two-bedroom apartment in the State at \$1,044, these programs can assist homeless individuals and families to move more quickly out of homelessness than if they were to save up the funds (often first and last month's rent plus the security deposit) necessary to move into an apartment.

The Housing Security Guarantee Program (HSGP): This is a non-cash voucher program that provides a guarantee for the security deposit to the landlord. The agency provides a guarantee for the security deposit to the landlord, while the tenant makes payments to the agency until the total amount of the guarantee is met.

This program assisted 904 households in SFY '08.

The Rental Guarantee Program (RGP): This program provides landlords a guarantee of up to three months rent in the event of damage or default of the tenant. Funding of the rental guarantee is 100% federal funds under the TANF block grant.

This program assisted 20 households in SFY '08.

The Homeless Housing and Access Revolving Loan Fund (HHARLF): This new program provides loans for the first month of rent and/or security deposit for homeless individuals and families.

This program assisted 131 households in SFY '08.



"About two weeks after the start of school, I discover a 12 year old kid who was sharing his sneakers with his mother! He wore them to school during the day, went home, then his mother put them on to go out and look for a job and a place to live - broke my heart."

~ NH Homeless Education Liaison

Homeless Management Information System

A clear and accurate understanding of homelessness in New Hampshire is essential to achieving the goal of eliminating homelessness and achieving "permanent, sustainable and adequate housing for every resident in our state."¹ The New Hampshire Homeless Management Information System (NH-HMIS) project is a key tool in developing that understanding. Required by HUD through a Congressional mandate, the NH-HMIS project continues a multi-year collaborative partnership of the three Continua of Care (COC) serving the homeless population of New Hampshire. Having completed the initial implementation of the HMIS system across the State, the system continues to be refined. Currently all State and HUD-funded homeless assistance programs are required to enter data about whom they serve. The NH-HMIS has been successfully implemented at 98% of statewide HUD-funded emergency shelters and transitional programs during the reporting program year. This year, CSCNH will focus on the speed and accuracy of information entered into the system.

¹New Hampshire's Ten-Year Plan to End Homelessness, p.4: <http://www.hrsa.gov/homeless/statefiles/nh10.pdf>

Developments in 2008

A number of developments underway either in SFY '08 or prior to the previous publication deserve mention in this report. They are as follows:

- Cross Roads House in Portsmouth broke ground on a new homeless shelter, which will replace its aging facilities in Portsmouth. Over \$4 million has been raised to pay for the project, primarily through private donations. The new building is expected to open in November of 2009.
- In 2008 The Way Home increased from five to nine apartments its Samaritan Initiative project, Your Way Home, providing permanent supportive housing for individuals who have been chronically homeless. In June, 2008, on behalf of a Your Way Home participant, David Rothwell, The Way Home received the White House Faith-Based and Community Initiatives Honor of Hope Award.
- On October 24th and 25th, the 11th annual Gimme Shelter was held in front of the State House in Concord, New Hampshire. About 80 people attended the evening program of music, poetry and reflections. The evening began with a short memorial service for Ray “Razor” Luoma, a Concord man who had died two weeks prior. Some 55 hardy souls—high school and college students, as well as currently and formerly homeless people, spent the night on the sidewalk in cardboard shelters. The event is held annually to raise awareness of homelessness in New Hampshire and the need for policies and programs which make housing available to everyone.
- On Friday, November 15th, an anonymous donor walked into the Nashua Soup Kitchen and Shelter and offered to match all monetary donations to the agency through the end of the year, up to a maximum of \$500,000. At the time of this report, the Soup Kitchen had raised \$671,410, so they exceeded their goal. According to Lisa Christie, Executive Director of the Soup Kitchen, “this amazing donor has inspired so many people to send in contributions knowing they will be matched . . . and his main interest is in the Soup Kitchen and food portions of the agency and wants to see us expand our nutritional offerings to folks who are hungry in our community.”
- Harbor Homes, Inc. and its partner agencies hosted its eighth Annual Thanksgiving Dinner on Tuesday, November 25th in Nashua. This annual event provides a free, nutritious holiday meal to the most vulnerable members of the Nashua community. This year, more than 350 individuals and families enjoyed a home-cooked Thanksgiving dinner.
- On December 3rd, Harbor Homes, Inc. hosted Project Homeless Connect in Nashua. There were also events held in Concord (for the first time) on December 2nd and Manchester on December 9th. Project Homeless Connect is an annual event to provide the homeless and those at risk of becoming homeless, a one-stop access point to area services such as medical, dental, social services, housing information, etc.
- Between December 19th and December 22nd, candlelight vigils took place in Concord, Manchester, Lebanon, Nashua, Keene and Claremont to honor Homeless Memorial Day. Participants read the names of 31 New Hampshire people who died in 2008 after experiencing homelessness.

- Numbers of students in homeless situations in New Hampshire schools continue to rise. There were 1,438 identified in school year 06-07, with 2,087 identified during the 07-08 school year.
- Many New Hampshire school districts report increases in the number of homeless students in the classroom. Liaisons report the increase appears to be largely due to the economic and housing crisis. For more information about homeless children and youth in these unsettling economic times, see *The Economic Crisis Hits Home, The Unfolding Increase in Child & Youth Homelessness*, December 2008 (www.first-focus.net).
- For the fifth year in a row, the Citizens Bank Foundation has donated funds to the New Hampshire Coalition to End Homelessness (NHCEH) to provide assistance to New Hampshire's homeless shelters with their heating bills. This year's donation was \$90,000, bringing Citizen's five-year total fuel assistance contribution to the state's 37 state-sponsored shelters to almost \$400,000.
- The NHCEH filmed a public service announcement (PSA) with WMUR spotlighting NH's homeless school-aged children.
- The Coalition also began work on its new web page. The new web page is designed to connect homeless individuals and families with both state and federal resources.

Nashua Telegraph Newspaper - June 24, 2008

Letter to the Editor from Lisa Christie, Executive Director, Nashua Soup Kitchen and Shelter, Inc.

I would like to thank **The Telegraph** for doing a series on homelessness (May 25-27). You certainly provided a glimpse into a world that many of our neighbors really do not realize exists.

I would also like to add a story to the ones you profiled. You would not have had the opportunity to talk to this man because you would have had a hard time finding him. He is currently homeless, staying at our shelter, and is working.

Recently, I walked over to the shelter with him to let him back in around 9 a.m. He had just finished up from his third-shift job and taken the bus back downtown and was ready to go to sleep. (Guests who are working second or third shift may sleep during the day in the shelter.)

Zach (not his real name) told me he was really trying to get his life back together. He had a young son that he was in touch with and trying to be a dad to.

When he came to the shelter he had no ID, and we helped him get his birth certificate and then identification. Our employment advocate helped him find a job with a temp agency. Then he was hired permanently with full benefits where the temp agency had placed him.

When I saw him the next time he had added a part-time job to his schedule. He hoped to soon have enough saved to be able to leave the shelter. It seems all of his time is spent either working or sleeping or trying to visit his child.

When I thought about Zach and your series on homelessness, I realized you would not have been able to find him on a bench downtown to ask him what it is like to be homeless in Nashua.

I thought your readers should know his story, which mirrors many of the folks who wind up homeless and at our shelter, to round out the picture of homeless individuals in Nashua.

Update: *This person moved out of the shelter after three months into his own apartment, bought a new truck, and got custody of his son. He is doing well.*

Activities of the Bureau of Homeless and Housing Services

The New Hampshire Department of Health and Human Services, BHHS, has overall responsibility for supporting homeless shelter activities with the Continuum of Care. It provides leadership, resources, and coordination among a large group of emergency shelter providers. Activities of the BHHS completed in the past year include:

- In collaboration with the Substance Abuse and Mental Health Services Administration, New Hampshire Legal Assistance, and the Institute on Homelessness and Trauma, BHHS coordinated the launching of a technical assistance initiative to address legal barriers to housing experienced by people affected by poverty, mental health disorders, or other co-occurring conditions. Two technical assistance sessions on May 8 and May 9, 2008, combined consultation with state and national experts on the issues of disabilities and their effects on access to housing. The sessions also included strategic planning on addressing barriers to housing in specific New Hampshire communities, and increasing access to legal consultation by those providing direct services to people experiencing homelessness.
- On May 14, 2008, the BHHS, the Division of Family Assistance, and New Heights launched an initiative that will increase access to New Hampshire Department of Health and Human Services' services through electronic applications to people living with HIV/AIDS in New Hampshire. Case managers in AIDS Service Organizations are being trained and certified as pilot sites to complete on-line applications to DHHS services through the New Hampshire Easy program. On-site electronic applications will dramatically reduce a number of barriers currently experienced by people living with HIV/AIDS as they try to access vital DHHS services. In addition, HOIP and PATH outreach workers were given the opportunity to be trained in this process.
- On October 20, 2008, the Bureau of Homeless and Housing Services held a planning forum for local Welfare directors and homeless service providers to identify the strengths of the current service delivery system, determine the current and future challenges faced, and improve coordination of services.
- On October 21, 2008, BHHS and the Department of Education hosted the 2008 NH Homeless Provider and Homeless Education Liaison Conference. Highlights included a presentation of the New Hampshire Coalition to End Homelessness community service award **A Home for Everyone** to Governor John H. Lynch for his work toward ending homelessness in New Hampshire, as well as keynotes by Dr. James O'Connell, President of the Boston Health Care for the Homeless Program, and Patricia Julianelle, Legal Counsel for the National Association for the Education of Homeless Children and Youth. The Coalition also kicked off a fundraising effort that establishes a scholarship fund to assist homeless (or formerly homeless) youth to attend college or post secondary education.



Governor John H. Lynch

- BHHS coordinated the process for amending He-M 314, Rights of Persons Using Emergency Shelters. The new rules went into effect on November 22, 2008.
- There were four SSI/SSDI Outreach, Access and Recovery (SOAR) trainings this year, two in Nashua, one in Keene and one in Manchester. Four trainers were trained in the SOAR curriculum in Washington, DC in January, 2008. Trainings were held in Nashua, Keene, and Manchester, New Hampshire. Advocates who were trained had to agree to complete a minimum of one SOAR application, and applications will be tracked to measure outcomes. In addition, the BHHS sponsored several trainings in 2008 for homeless providers and their staff, including crisis prevention and intervention, mental health, substance abuse, and suicide prevention. These trainings were free and open to any providers serving homeless people in New Hampshire.



The Children's Literacy and Arts Program at Families in Transition gives children the opportunity to learn and grow, while supporting the creativity and imagination of each and every child.

Acknowledgements

Stories, photos and quotes appearing in this report are courtesy of Tri-County Community Action Program, Center for Life Management, Nashua Soup Kitchen and Shelter, Strafford County Community Action Committee, the New Hampshire Department of Education, Families in Transition, Southwestern Community Services and George Stanley.

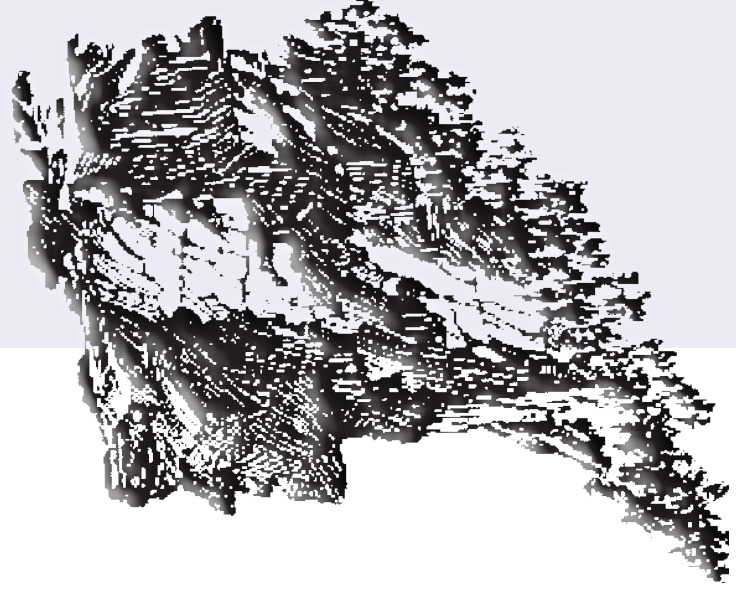
Special thanks to the New Hampshire Department of Health and Human Services Public Information Office for assisting us in the design of the report.

This report was created by staff of the Bureau of Homeless and Housing Services.

Contact Information

Bureau of Homeless and Housing Services
 New Hampshire Department of Health and Human Services
 Hugh J. Gallen State Office Park
 105 Pleasant Street
 Concord, NH 03301
 Telephone: 603-271-5059 or 1-800-852-3345 ext. 5059 (NH Relay 7-1-1)

Service Provider List



Bureau of Homeless and Housing Services – Service Provider List

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Providers and Addresses	Homeless Shelter Services					Homeless Prevention/ Intervention	Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Monadnock Family Services 17 93 rd Street Keene, NH 03431 (603) 357-5270 (603) 357-6875 (fax) www.mfs.org											X
Southwestern Community Services, Inc. (Keene) • Three (3) Emergency Shelters • Next Step Transitional Housing • Sullivan County Trans. Housing PO Box 603 Keene, NH 03431 (603) 352-7512 (603) 352-3618 (fax) www.scshehelps.org		XXX			X	X	X	X	X	X	
COOS COUNTY											
Coos County Family Health Services, Inc. • Response to Sexual and Domestic Violence 54 Willow Street Berlin, NH 03570 (603) 752-5679 (603) 752-5467 (fax) www.nhcadsv.org	X										
Tri-County Community Action Program, Inc. • Coos, Carroll, Grafton Counties • Friendship House 30 Exchange Street Berlin, NH 03570 (800) 552-4617 (603) 752-8041 (fax) www.tccap.org					X	X	X		X		X

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Tri-County Community Action Program, Inc. • Tyler Blain House 56 Prospect Street Lancaster, NH 03584 (603) 788-2344 (603) 788-2344 (fax) www.tccap.org		X									
GRAFTON COUNTY											
Bridge House, Inc. 260 Highland Street Plymouth, NH 03264 (603) 536-7631 (603) 536-4247 (fax) www.pembridgehouse.org		X									
Headrest, Inc. 14 Church Street Lebanon, NH 03766-1642 (603) 448-4872 (603) 448-1829 (fax) www.headrest.org				X							
The Support Center at Burch House PO Box 965 Littleton, NH 03561 (603) 444-0624 (603) 444-0646 (fax) www.nhcadsv.org	X										
Tri-County Community Action Program, Inc. • Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 (800) 552-4617 (603) 752-8041 (fax) www.tccap.org					X	X	X				X

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Voices Against Violence PO Box 53 Plymouth, NH 03264 (603) 536-5999 www.nheadsv.org	X											
WISE (Women’s Info. & Services) 38 Bank Street Lebanon, NH 03766 (603) 448-5922 (603) 448-2799 (fax) www.wisefotheupervalley.org	X											
HILLSBORO COUNTY												
Bridges PO Box 217 Nashua, NH 03061-0217 (603) 889-0858 www.bridgesnh.org	X											
Child and Family Services of NH PO Box 448 Manchester, NH 03105 (603) 668-1920 (603) 668-6260 (fax) www.cfsnh.org				X		X						
Families in Transition, Inc. •Amherst Street Trans. Shelter •Spruce Street Trans. Shelter 122 Market Street Manchester, NH 03101 (603) 641-9441 (603) 641-1244 (fax) www.fitnh.org			X X									

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP/ HHARLF		Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Greater Nashua Council on Alcoholism •Keystone Hall Pine Street Extension Nashua, NH 03060 (603) 881-4848 (603) 598-3644 (fax) www.keystonehall.org				X							
Greater Nashua Interfaith Hospitality Network, Inc. 180 Lowell Road Hudson, NH 03051-4907 (603) 883-7338 (603) 883-8335 (fax)		X									
Greater Nashua Mental Health Center 7 Prospect Street Nashua, NH 03060 (603) 889-6147 (603) 882-2017 (fax) www.ccofnashua.org											X
Harbor Homes, Inc. 45 High Street Nashua, NH 03060 (603) 882-3616 (603) 595-7414 (fax) www.harborhomes.org		X						X			
Helping Hands Outreach Ministries, Inc. PO Box 3551 Manchester, NH 03105-3551 (603) 623-8778 (603) 626-5811 (fax)				X							

Providers and Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention	Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter		Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
St. John Neumann Church 708 Milford Road 101-A Merrimack, NH 03054 (603) 880-4689 (603) 881-9668 (fax)					X					
Southern New Hampshire Services, Inc. PO Box 5040 Manchester, NH 03108 (603) 668-8010 (603) 645-6734 (fax) www.snhhs.org					X					
The Way Home 214 Spruce Street Manchester, NH 03103 (603) 627-3491 (603) 627-1878 (fax) www.thewayhome1.homestead.com			X		X					
YWCA Crisis Service • Emily's Place 72 Concord Street Manchester, NH 03101 (603) 625-5785 (603) 624-4765 (fax) www.nhcadsv.org	X									
MERRIMACK COUNTY										
Community Action Program Belknap-Merrimack Counties, Inc. • New Start Program PO Box 1016 Concord, NH 03302-1016 (603) 225-3295 (603) 228-1898 (fax) www.bm-cap.org					X	X				

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH	
The Salvation Army •McKenna House 100 South Fruit Street Concord, NH 03301 (603) 228-3505 (603) 224-7877 (fax)		X										
ROCKINGHAM COUNTY												
AIDS Response Seacoast 1 Junkins Avenue Portsmouth, NH 03801 (603) 433-5377 (603) 278-7994 (fax) www.aidsresponse.org						X						
Center for Life Management • Beaver Lake Lodge 10 Tsienneto Road Derry, NH 03038 (603) 434-1577 (603) 434-3101 (fax) www.centerforlifemanagement.org								X		X	X	
Cross Roads House, Inc. 600 Lafayette Road Portsmouth, NH 03801 (603) 436-2218 (603) 430-9217 (fax) www.crossroadshouse.org		X										
New Generation, Inc. PO Box 676 Greenland, NH 03840 (603) 436-4989 (603) 436-4989 (fax) www.newgenmh.com				X								

Providers and Addresses	Homeless Shelter Services					Homeless Prevention/ Intervention	Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP/ HHARLF		Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Strafford County Community Action Committee PO Box 160 Dover, NH 03821-0160 (603) 749-1334 (603) 749-3718 (fax) www.traffcap.org					X	X	X				
SULLIVAN COUNTY											
Friends of Veterans 222 Holiday Drive, Suite 5 White River Junction, VT 05001 (802) 296-8368 (802) 296-3653 (fax)						X					
Southwestern Community Services, Inc. (Claremont) • Three (3) Emergency Shelters PO Box 1338 Claremont, NH 03743 (603) 542-9528		XXX			X	X	X				
Turning Points Network 11 School Street Claremont, NH 03743 (603) 543-0155 www.nhcadsv.org	X										
Veteran Homestead, Inc. 69 High Street Fitchburg, MA 01420 (978) 353-0234 (978) 345-0926 (fax) www.vethospice.com							X				